Frequently Asked Questions (FAQ)
Advantage Order Status
(To Be sent to Center Directors, VSC/EDI Helpdesks, POCs managing the
advantageorderstatus@gsa.gov inbox, vendor emails and eventual posting to Interact and
possibly other external facing sites)

1. **I am unable to update the status of some orders in PO Portal.**

Answer: Many PO Portal orders older than 60 days couldn't be updated and instead were showing as closed. The 60 day limitation has now been removed, retroactive to July 24, 2021. Portal orders will remain open to allow status to be updated.

2. **My orders have been updated previously in the system. Why am I getting a notice on something that has already been completed?**

Answer: Keep up the good work! Please keep an eye out for updated communications clarifying that if your current score is 100%, there's nothing further to do.

3. **Why did I get this email about Advantage! order status?**

Answer: GSA wants to improve the percentage of Advantage orders that have ship status, so we are communicating status to contractors bi-weekly. If your score is 100%, or if you have no current open orders, there is no action required and the status update is for your information.

4. **We are having issues with providing ship status for orders due to the worldwide supply chain issues. Those delays are out of our control - are you going to take supply chain issues into consideration? And what can I do to let customers know about the delays?**

Answer: We are aware that there are worldwide supply issues, and while we do not require 100% of orders to be shipped on time, we do want you to put orders that will be late into "Backordered" status.

5. **Considering the current supply chain issues - and to protect our score - would you recommend we put in a modification updating order delivery time?**

Answer: That is a decision that each contractor needs to make. If you have incorporated new delivery times in your commercial catalogs or to your commercial customers, you might want to consider changing delivery time on your GSA Schedule contract as well. If so, work with your contracting officer or submit a contract modification request.

6. **What are the next steps once a contract modification is approved?**

Answer: The Contracting Officer must update the After Receipt of Order (ARO) Days on the Contract Load. The Contractor must also submit an update to their MAS Catalog with the new Product Delivery Days loaded to each item.

7. What status options are available to choose from and what does the ordering customer see?

Answer: If you use the PO Portal, when you download an order your status is considered to be "in process" and is now visible to the ordering customer (Note: You will not see this status on your end.). As you update status for your orders, you should indicate one of the following three options:
- Shipped: Provide the shipped date (i.e. status date), ship method, and the tracking number.
- Backordered (use this status if the order will not be shipped/delivered on time)
- Canceled

These are the only three statuses from which to choose. Order status can be sent for the entire order or you may send status by line. To learn more about the status options, please refer to the PO Portal Help Guide. We are considering additional statuses for the future.

If you use EDI or cXML to update order status, no "in process" status updates are shown on GSA Advantage. All correctly submitted "Shipped" status updates submitted via PO Portal or EDI/cXML are shown to ordering customers on GSA Advantage.

Regardless of the method in which you provide status information, we ask that you provide the best status option available. See this Interact post for more information.

8. Can I use PO Portal to supplement my EDI/cXML feed?

Answer: No. EDI/cXML OR Portal can be used for a particular contract, but not both.

9. How is my Shipping Score being calculated?

Answer: GSA calculates the Shipping Score for your contract as your Lines Shipped/(Lines Sent - Lines Canceled). See column M in the sheet attached to your bi-weekly emails.

10. How do I report order status?

Answer: You must regularly login to EDI or the PO Portal and add/update status on all line items and all orders placed against your contract.

11. Where do I get help with reporting order status?

Answer: If you're using the PO Portal, read our help guide and access our recorded training. For further technical support, contact the VSC help center staff at 877-495-4849 or email vendor.support@gsa.gov.

If you're using EDI, contact edistat@gsa.gov for additional training and questions.